

# Royal Mail International Update

## April 2019

**This update, about incidents which have affected international mail services throughout April, was issued by Royal Mail Customer Services on Tuesday 7 May 2019.**

Information about issues currently affecting the movement of international mail, including international bank holidays, can be found at: [www.royalmail.com/internationalupdates](http://www.royalmail.com/internationalupdates).

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### Africa

#### Libya

Start date: 16 July 2014

End date: Ongoing

Mail services to Libya are currently suspended until further notice.

#### South Africa

Start date: 1 October 2017

End date: Ongoing

Very poor service has been observed for mail into South Africa. South Africa Post Office has advised this is due to abnormally high volumes of mail.

This has created bottlenecks in their processing locations due to space constraints and processing capacity. The communicated recovery plan expected at the end of October does not look to have resolved the issues and with the peak Christmas volumes, this is likely to increase delays. Delays are approximately 35 days.

#### Zimbabwe

Start date: 15 March 2019

End date: Ongoing

Cyclone Idai hit Zimbabwe on Friday 15 March. As a result, mail services have been affected in Chimanimani, Chipinge, Biriiri, Birchenough, Nyanga, Nyazura and Rusitu with delays expected.

### Asia

#### Japan

Start date: 27 April 2019

End date: Monday 6 May

Emperor Akihito abdicated on 30 April with Emperor Naruhito replacing him on 1 May 2019. As a result, a 10-day national holiday took place between 27 April and 6 May. There was no impact to parcel processing and delivery expected during the holiday period, but some letter mail may have experienced delays of up to 3 days.



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### **Malaysia**

Start date: 10 September 2018

End date: Ongoing

Due to a customs interface issue at Kuala Lumpur, there will be a 1-2 day delay for mail.

### **Philippines**

Start date: 23 April 2019

End date: Ongoing

Following a 6.1 earthquake in Castillejos, Zambales on 22 April, all postal operations have been suspended in the Metro Manila and Pampanga provinces since Tuesday 23 April 2019.

### **Syria**

Start date: 6 December 2012

End date: Ongoing

Mail services to Syria are currently suspended until further notice.

### **Australasia**

No incidents reported.

### **Europe**

#### **European Services**

Start date: 4 March 2019

End date: 15 April 2019

Extra security checks and a Customs strike at Calais and Dunkirk took place between 4 March and 15 April, this resulted in extended waiting times at the Tunnel and Port to UK by up to 6 hours.

#### **Italy**

Start date: 1 February 2017

End date: Ongoing

We have become aware of processing delays on all inbound international traffic arriving in Italy.

To reflect the current transit times, we are temporarily extending our delivery aims as follows:

Untracked products: 6-8 working days; Tracked products: 4-6 working days and Tracked and Signed For products: 5-7 working days.

#### **Italy**

Start date: 29 October 2018

End date: Ongoing

Following significant flooding towards the end of October, delays to mail services have been seen as a result of temporary road closures in the Feltre territory (North-East). Due to these access issues, mail and parcels for the Feltre territory will continue to experience delays. The situation is back to normal in other North-Eastern territories.

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### **Norway**

Start date: 1 August 2018

End date: Ongoing

Norwegian Post has confirmed their International Mail Hub due is continuing to experience delays following modernisation.

Although there have been improvements, a proportion of Tracked mail is still experiencing delays daily. Norwegian Post has confirmed further enhancement activities are planned for processing improvements.

### **Sweden**

Start date: November 2017

End date: Ongoing

Delivery scanning of 'Tracked' has improved in recent months, however it still isn't where it's expected to be and we'd recommend customers use Tracked & Signed services to Sweden for more reliable tracking information.

### **Ukraine (Crimea & Sevastapol)**

Start date: 18 March 2014

End date: Ongoing

Mail services to Crimea and Sevastapol are suspended until further notice.

## **Latin America & Caribbean**

### **Brazil**

Start date: 16 October 2017

End date: Ongoing

We've been advised that there are currently delays with mail in to Brazil. We believe this may be due to industrial action, however this is yet to be confirmed. However, what we can say is that any mail posted in the last 5-7 days could be in a backlog and any mail affected may experience at least a 10 day delay from posting to delivery.

We are taking steps to re-route where possible and expect any new postings from the end of this week to be clear of the backlog, but could still be subject to some delay in delivery of 3 days or more.

### **Venezuela**

Start date: 4 July 2017

End date: Ongoing

The local situation has disrupted mail flows into Venezuela and our supplier has had to stop delivering mail in to Venezuela. As a result, we can no longer accept any mail for Venezuela, any mail on hand will be returned to sender.

We don't know when the situation will change, but we will look for alternative ways of getting mail in to Venezuela.

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### Middle East

#### Iran

Start date: 9 April 2019

End date: Ongoing

Due to operational issues, we are currently unable to deliver to Iran. We appreciate this is inconvenient and are working to find a solution to this as quickly as possible. We continue to accept mail for Iran.

#### Yemen

Start date: 27 March 2015

End date: Ongoing

Mail services to Yemen are currently suspended until further notice.

### North America (USA & Canada)

#### Canada

Start date: 9 October 2017

End date: Ongoing

#### What's the issue?

As previously advised, Canada Post have notified us that they are experiencing delays to delivery services due to high volumes of incoming mail. Delivery aims for Royal Mail services for Canada are normally 5-7 working day, however, International Standard and International Tracked & Signed are severely delayed, taking 3-4 weeks to be delivered.

#### What alternative is there?

If you have been posting using our Royal Mail 'Tracked and Signed service', we highly recommend you use our 'Tracked service' option which is providing much speedier processing and delivery times. Simply select the correct service and label. If you are not set up on our Tracked service, please talk to your usual Royal Mail contact who will help you with the next steps. Finally for our Customers using the Post Office to send your items, simply ask for a "Tracked service" at the counter.

#### A note about Customs in Canada

Whilst Customs clearing processing times are totally outside our control, it is worth remembering that Canada is one the countries with the lowest de-minimis of 20 Canadian Dollars (circa £11). This means that any goods equal or above that value will systematically go through a clearance process thus creating additional delays. Most of what our customers send is under DDU (Delivered Duty Unpaid) meaning that the recipient is responsible to pay any duty or taxes. Read more on our country guide page [royalmail.com/canada](http://royalmail.com/canada), thank you.

#### Canada

Start date: 22 April 2019

End date: Ongoing

Severe flooding has affected the Northern and Eastern Ontario and Quebec regions, making some roads impassable and causing disruption to delivery operations within these regions.

Delays to mail services in the above regions are likely until conditions improve.

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### Other

#### Ascension Islands/Saint Helena

Start date: 6 February 2018

End date: Ongoing

Air transportation to the Ascension Islands/St Helena is currently reduced due to ongoing runway work. Unfortunately, given the location of the countries, there is no viable alternative which would arrive any earlier.

Although, customers can continue to send mail there will be significant delays in the delivery of all products. Please note: Mail to the Falkland Island is not affected.

### Help and advice

More information about Royal Mail's international products and services is available on our [royalmail.com/international pages](https://royalmail.com/international/pages). Alternatively, if you're a business customer you can contact your usual Royal Mail service contact or call our dedicated Business Centre on 08457 950950. If you're a residential customer, you'll need to call 03457 740740.